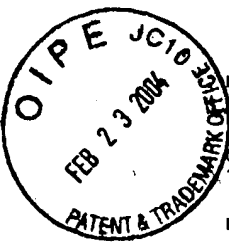


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Date: February 23, 2004

Janet Castellanos

PATENT
843161-201(83000.1134;P4725/ARG)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: HANKO et al.

Serial No.: 09/513,652

Filed: February 25, 2000

Title: METHOD AND APPARATUS FOR
IMPROVING UTILIZATION OF A RESOURCE
ON A SHARED CLIENT

Art Unit: 2143

Examiner: THANH T. NGUYEN

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Technology Center 2100

AMENDMENT

Mail Stop: Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated November 28, 2003, please consider the remarks as follows: